

Job Description

Job Title: Internal Sales Support

Location: Woking

Company Background

Infinigate Group (www.infinigate.com) is a leading specialized value-added distributor (“VAD”) of enterprise cybersecurity solutions to small and medium-sized enterprises (SMEs) across EMEA. Headquartered in Rotkreuz, Switzerland, the company offers state-of-the-art cyber security solutions from over 150 vendors through its EMEA network of more than 20,000 partners (resellers, system integrators) to secure and protect data, servers, networks, and the cloud. It is the market leader in the DACH region (Europe’s largest cybersecurity market), MEA region, and in the Nordics, and provides services including pre- and post-sale technical support, education, training, and marketing to resellers, together with sales and marketing services to vendors.

Today the Infinigate Group has about 1,200 employees and operations in 40+ countries including Germany, Austria, Switzerland, United Kingdom, France, Netherlands, Belgium, Sweden, Norway, Denmark, Finland, Spain, Eastern Europe, UAE, and Saudi Arabia. It covers over 80% of the EMEA Cyber Security market potential establishing itself as a leading EMEA Value Added Distributor for Cyber Security.

Infinigate has recently completed the acquisitions of the Cyber Security and Secure Networking business of Nuvias (www.nuvias.com), the Cyber Security VAD leader in the MEA region Starlink

(www.starlinkme.net) as well as the Cloud Service Provider Vuzion (www.vuzion.cloud) to boost its digital business model transformation. The integration of these four highly successful businesses across EMEA is currently ongoing and will further establish Infinigate Group’s leading position and bring the group up to a revenue level of €2.2bn in the fiscal year ending in March 2023.

Internal Sales Support

Infinigate Group and are a leading specialised value-added distributor of enterprise cybersecurity solutions to small and medium sized enterprises across EMEA. We are looking for an Inside Sales Support to work in our Sales Team reporting to the Business Manager, based at our Woking Office on a hybrid working basis.

Role Summary

- The role is to provide full sales administrative and support excellence to the Sales team, the vendor and our reseller partners.
- The role includes actioning administrative functions that are required to deliver excellent customer service working to the company SLA agreements and supporting in reporting activities and other customer facing activities.

Duties & Responsibilities

- Create a high volume of Quotations for both New Business and Renewal opportunities.
- Logging these into our CRM as defined in the vendor specific process.
- To manage the sales order process from receipt of PO from customer through to Supply Chain Team including quality checks and error resolution.
- Managing and chasing back-order report where required.
- Assist with managing the RMA process.
- Ensure the CRM system is used and updated as defined for your vendor.
- In-depth understanding of [Vendor] and Infinigate systems and processes.
- To have an excellent working relationship with [Vendor] product sales team, supply chain and renewals team.
- Maintain a peer-to-peer relationship with the Vendor.

General Skills

- Professional written and verbal communication skills.
- Ability to prioritise, manage concurrent activities and to multitask.
- Numerate with good attention to detail.
- Proficient in MS applications including Excel, Word and Outlook.
- Previous experience of IT systems for quotation, order entry, CRM.
- Calm under pressure.

Benefits

- Depending on experience, the OTE for the role is £25k - £35k per annum.
- 25 days annual leave rising to 28 days with length of service plus bank holidays.
- Day off on your birthday.
- Life assurance of 4 x basic salary and group income protection from start date.
- 5% employer matched pension contributions after 3 months service.
- Individual cover for private medical insurance and healthcare cash plan following successful completion of probationary period.
- Hybrid working arrangements with 3 days per week in the office/client visits and standard office working hours are 9am - 5.30pm.
- Employee assistance programme for practical and emotional support.
- Free parking and complimentary refreshments onsite.

Personal requirements

- 1+ years' experience in a similar role.
- Ability to work in a high-volume environment.
- Driven and self-motivated with the ability to work on own initiative.
- Commitment to the delivery of tasks, often under pressure and to deadlines.
- A team player & collaborative approach.

- Maintains a professional disposition at all times.

If you are interested in applying for this role or have any additional queries on the role, please submit your CV quoting 'Internal Sales Support' reference N480' to JobsUK@Infinigate.com